

## 15.4.1 Requirements When the CSA Determines Noncooperation

When a parent is not cooperating with the CSA, the FEP receives an alert indicating the CSA's determination of noncooperation.

The FEP has up to seven calendar days from receiving the alert to act on the alert by pending W-2 and generating the Notice of Action Needed. If the seventh calendar day is on a weekend or holiday, the FEP has until the next working day to act on the alert. (See [15.6.3](#)) The FEP must not pend W-2 or generate the Notice of Action Needed if a good cause claim exists and has not been denied.

When W-2 is pending and the notice is generated, the parent has seven working days from issuance of the Notice to cooperate with child support or file a good cause claim (see [4.1.3](#)). On (and not earlier than) the 8th working day after the issuance of the notice, if the parent does not begin cooperating or file a good cause claim, the FEP must end the W-2 placement in *CARES* and run eligibility to close W-2.

**EXAMPLE:** The FEP receives a noncooperation alert on Thursday, January 15, 2015. By seven calendar days later, the FEP checks and sees that there is no new alert indicating noncooperation has ended. The individual also does not have an approved good cause claim or a claim awaiting approval. Therefore, on Thursday, January 22, 2015, the FEP pends W-2 and generates the Notice of Action Needed. The participant then has seven working days from issuance of the notice (until Monday, February 2, 2015) to start cooperating with child support or submit a good cause claim. The participant does not claim good cause or cooperate with child support, so on the eighth working day (Tuesday, February 3, 2015), the FEP closes W-2.

If a parent from the W-2 Group reapplies while another parent in the W-2 Group still is not cooperating with child support, the W-2 Group is ineligible for either W-2 services or a JAL until the parent cooperates or establishes good cause for noncooperation. During the intake appointment, the FEP must generate the Notice of Action Needed to allow the applicant seven working days to cooperate with child support or claim good cause.

**Note:** Some individuals are exempt from cooperating with child support. Typically, the CSA does not report noncooperation for exempt individuals. Regardless, if an individual is exempt, the W-2 agency cannot impose any penalty for the individual's noncooperation, and he or she does not have to provide good cause for noncooperation (see [15.5.1](#)).